



Breakout Session #1: Strategic Themes

**10:00 - 11:30
November 4, 2009**

Session Objectives

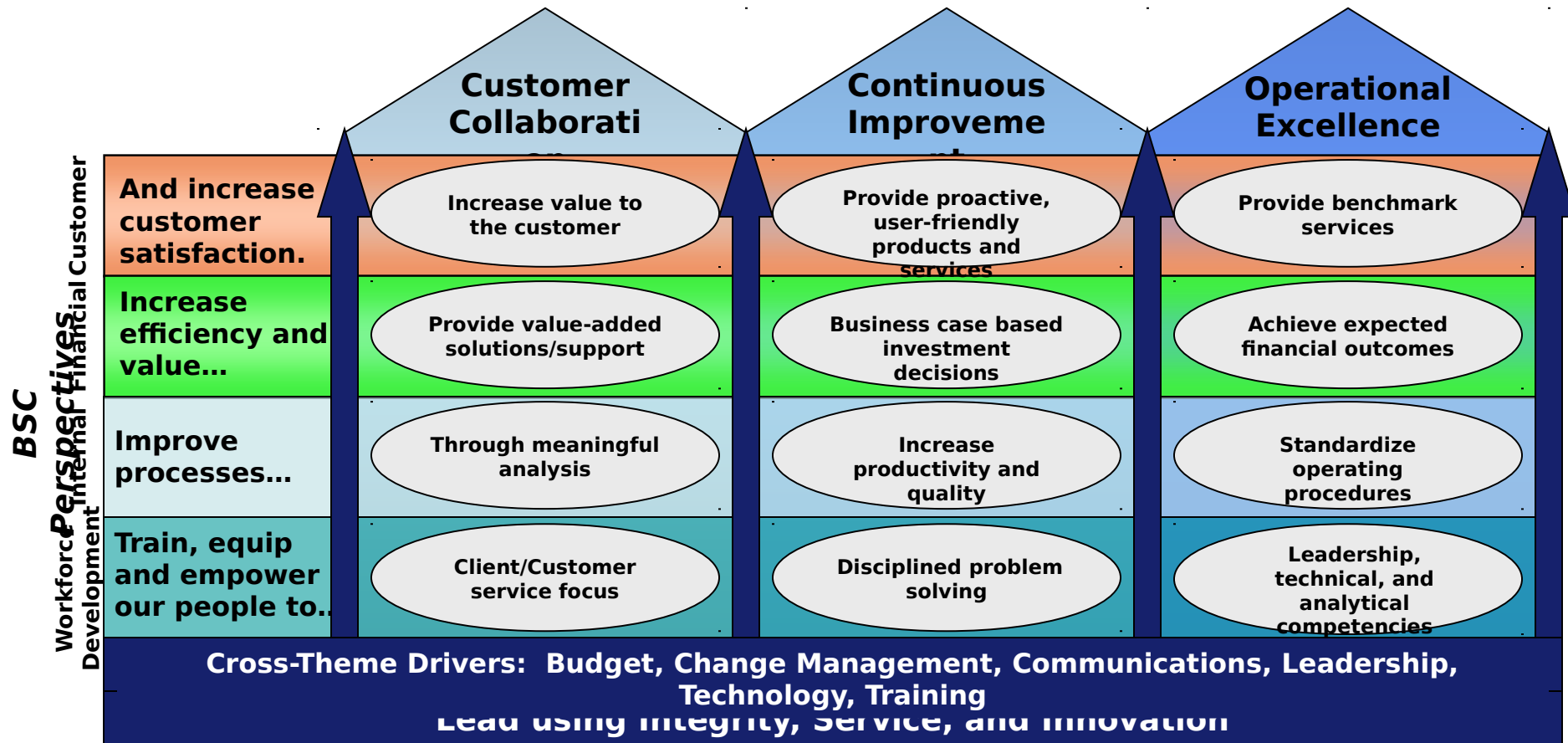
- **Present Strategy Map as a tool**
- **Understand the impact of the Strategy Map on every employee**
- **Understand individual relationship to the Strategy**

Agenda

- **Strategy Map Orientation**
- **Activity: Engage the Map**
- **Individual Activity**
- **Group Discussion**

2010 - 2015 Strategy Map

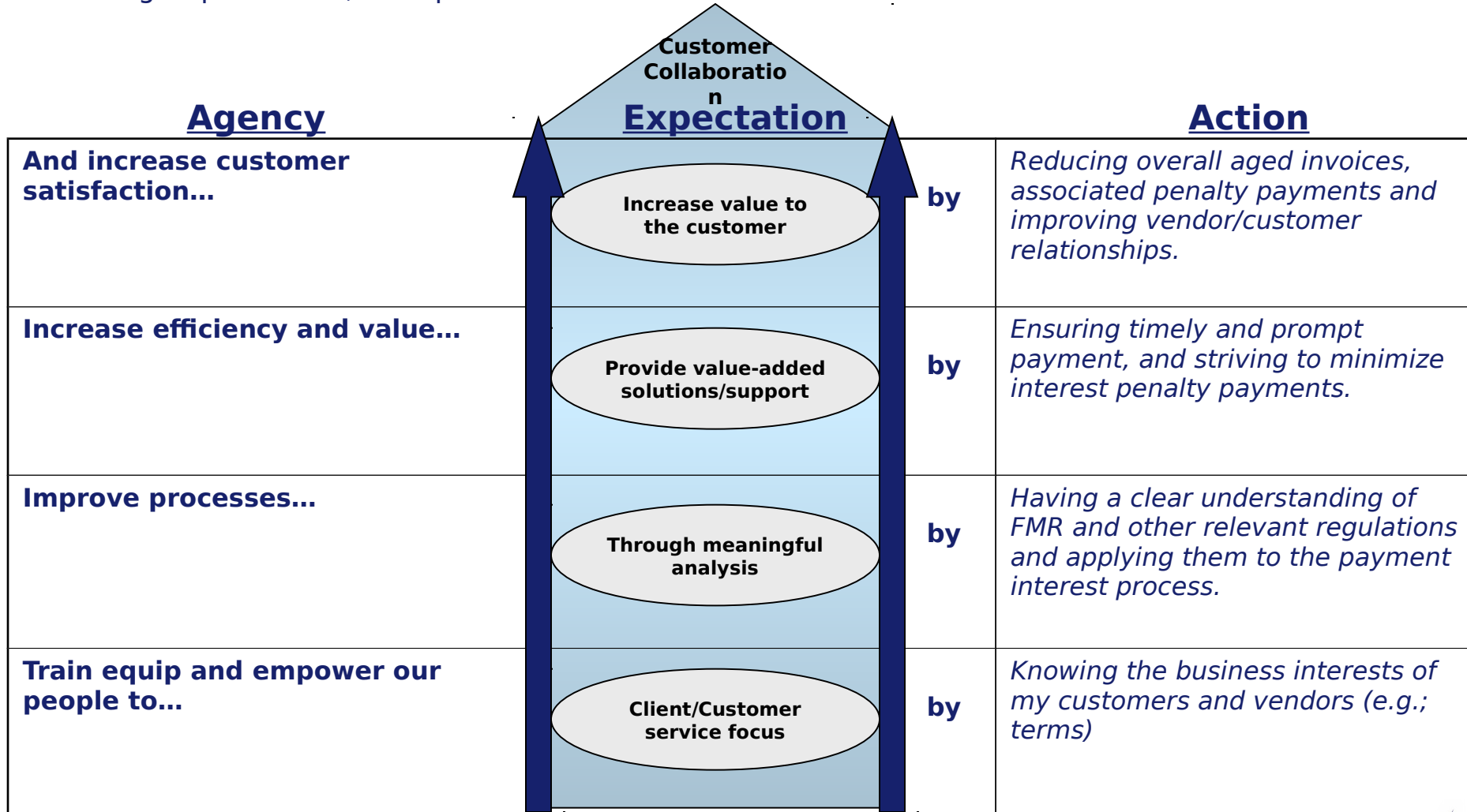
Vision: To be the recognized leader in DoD's financial management by consistently delivering first-class service and products.



GS-11 Example: How do I

Goal: Provide value-added customer solutions

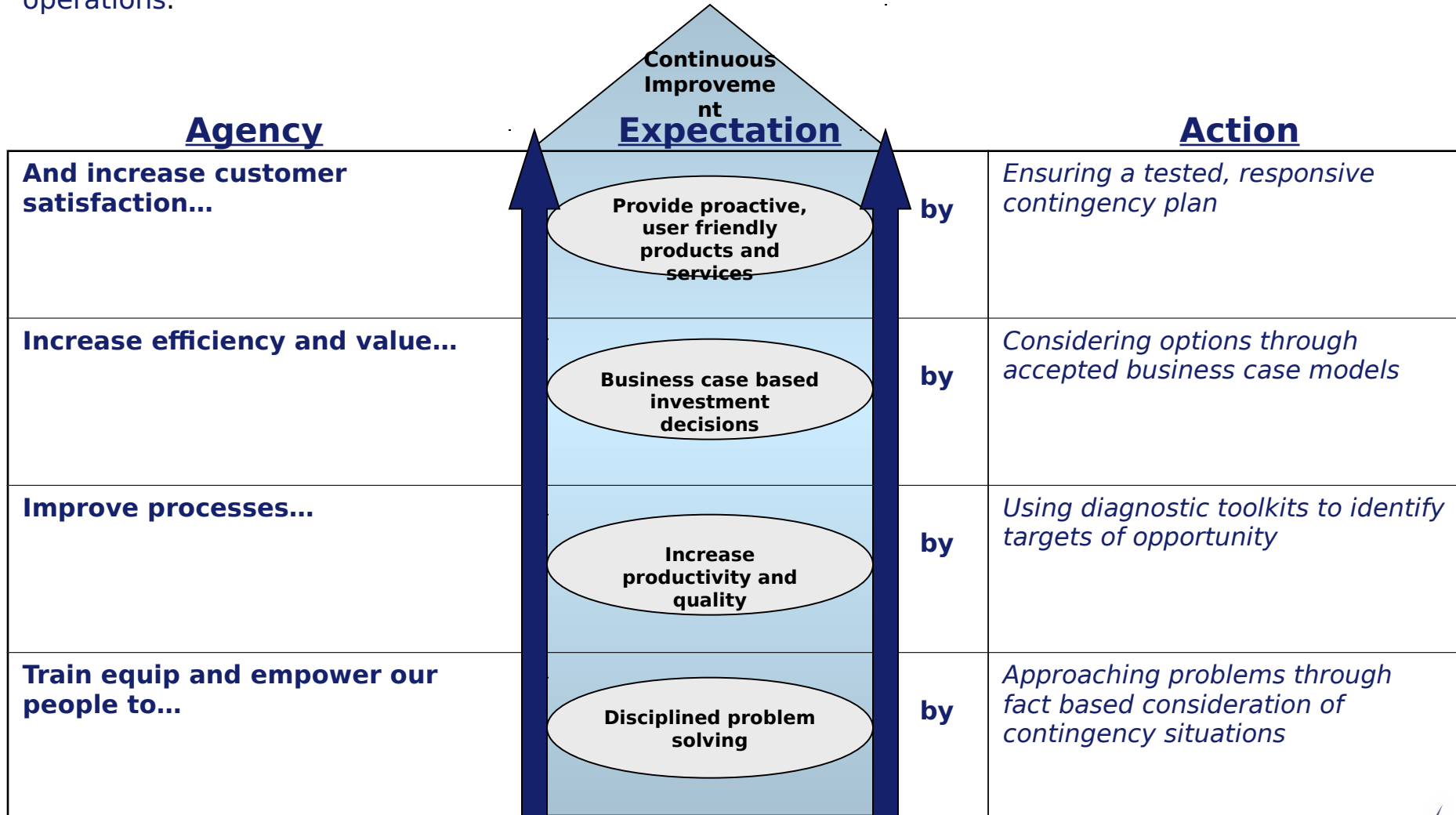
Intent: Partner with customers and other enablers to clearly define negotiated expectations by balancing requirements, enterprise-wide standards and cost realities.



GS-14 Example: How do I...

Goal: Smart changes for better, faster results

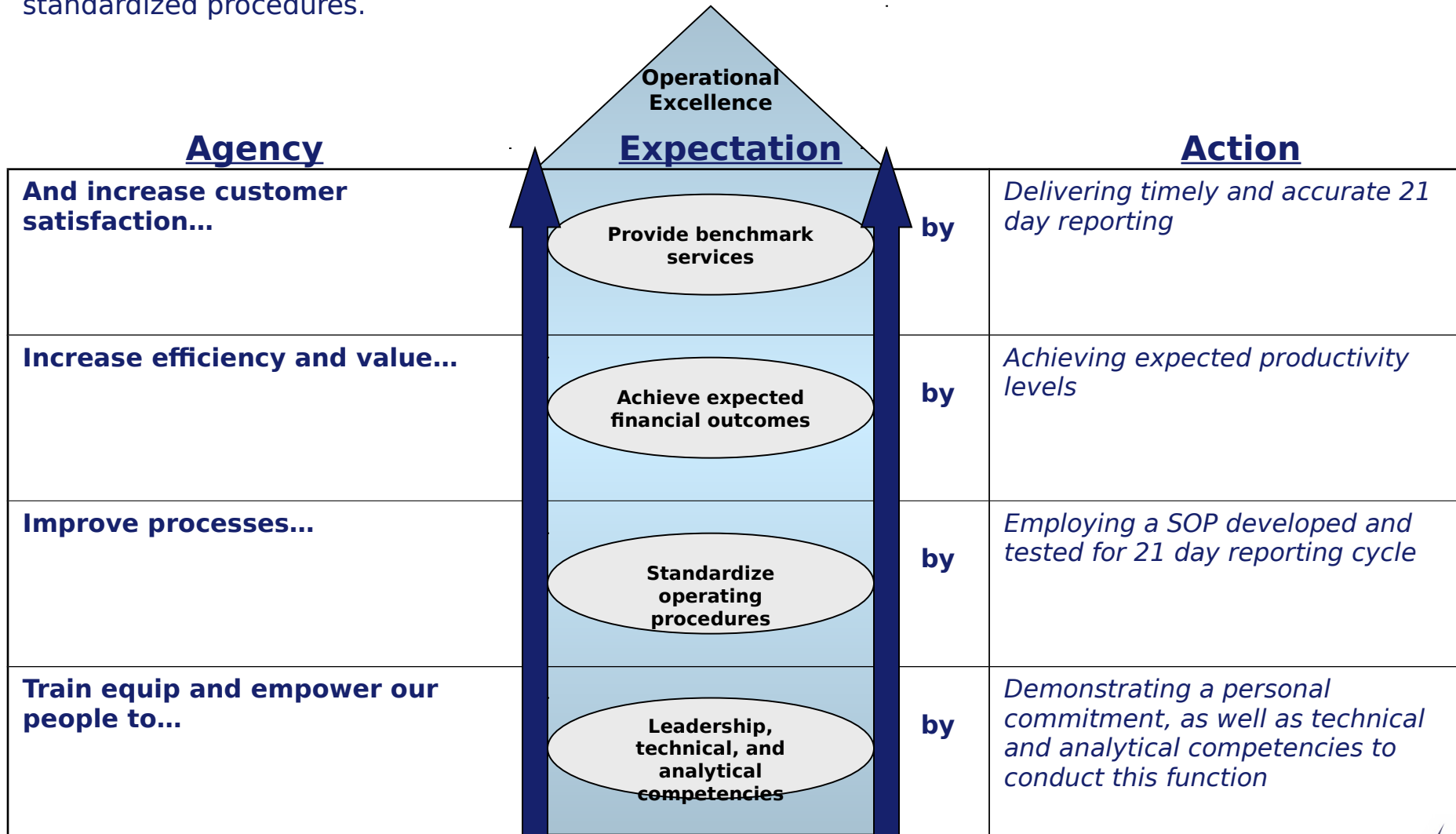
Intent: Be more effective and efficient by both applying new capabilities and improving existing operations.



GS-7 Example: How do I...

Goal: Deliver first-class products and customer service

Intent: Achieve superior results through a high-performing workforce, analytical capabilities, and standardized procedures.



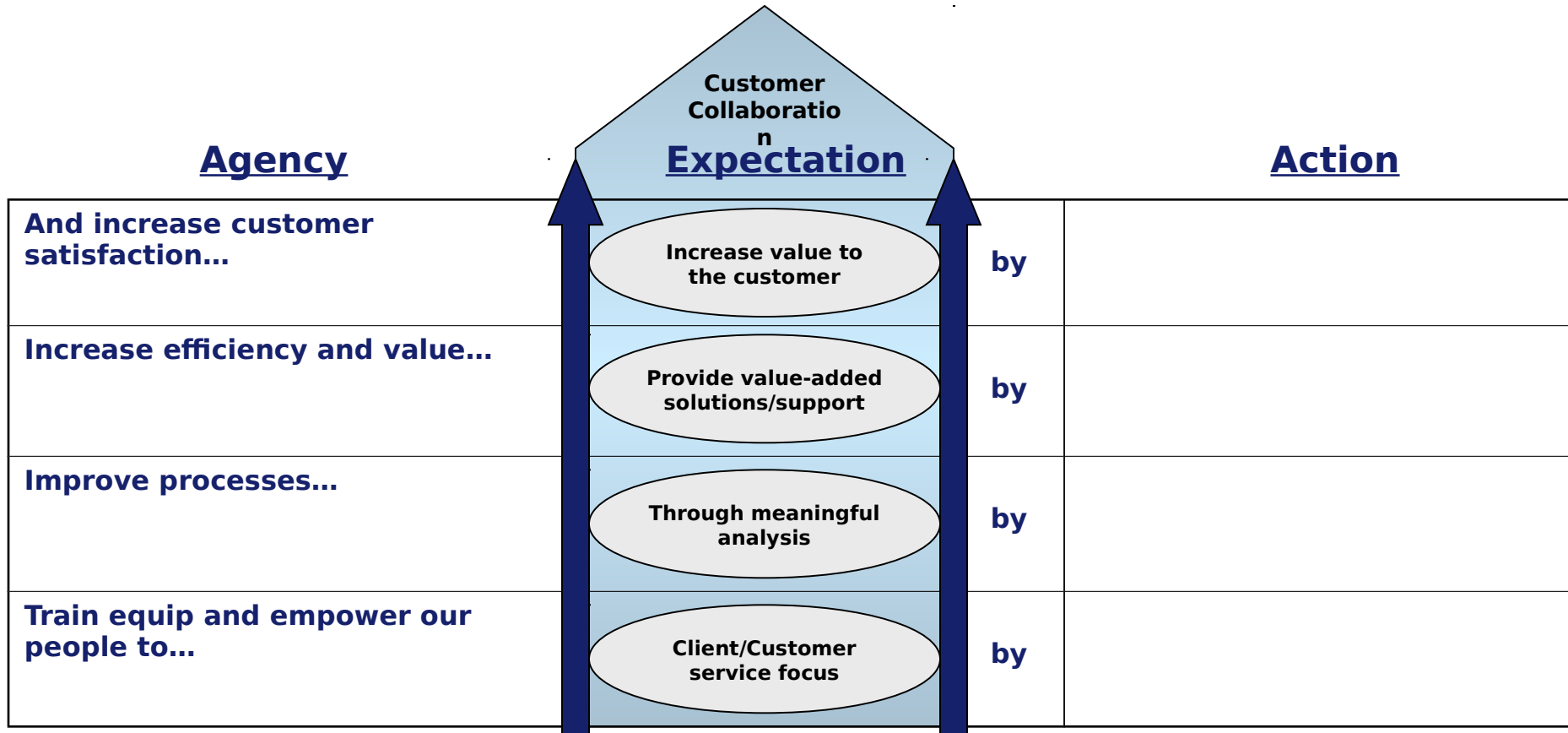
Activity: Engage the Map

- **Each participant will complete one theme template for an organizational unit that reports to them**
 - ✓ May complete other themes if time allows
- **Pair-up to discuss how you would describe the strategy map for your organizational unit**
- **Facilitated group discussion on participant examples**

Activity Template - Customer Collaboration

Goal: Provide value-added customer solutions

Intent: Partner with customers and other enablers to clearly define negotiated expectations by balancing requirements, enterprise-wide standards and cost realities.

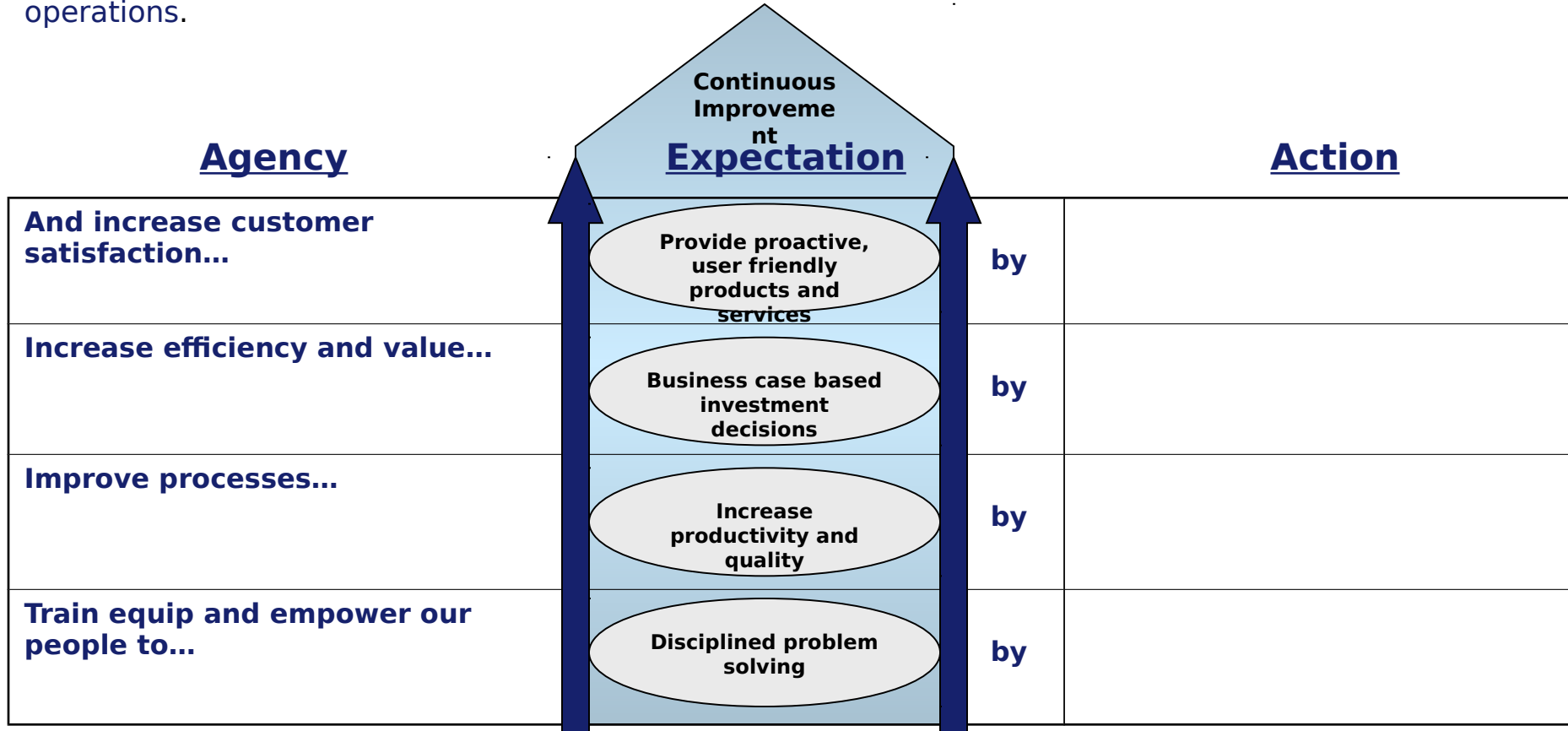


For an organizational unit that reports to me, how will I describe our role and responsibility as it relates to this strategic theme?

Activity Template - Continuous Improvement

Goal: Smart changes for better, faster results

Intent: Be more effective and efficient by both applying new capabilities and improving existing operations.

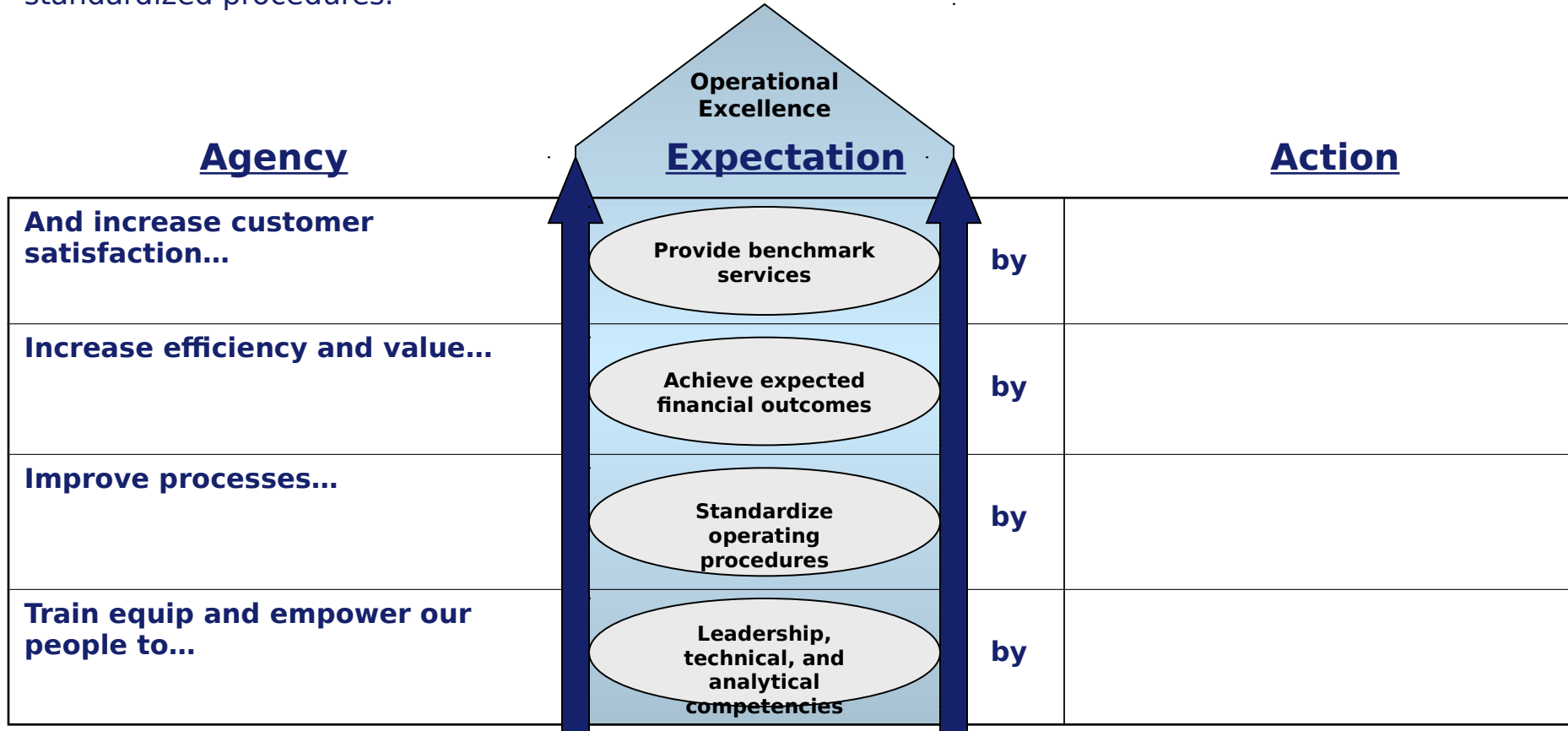


For an organizational unit that reports to me, how will I describe our role and responsibility as it relates to this strategic theme?

Activity Template - Operational Excellence

Goal: Deliver first-class products and customer service

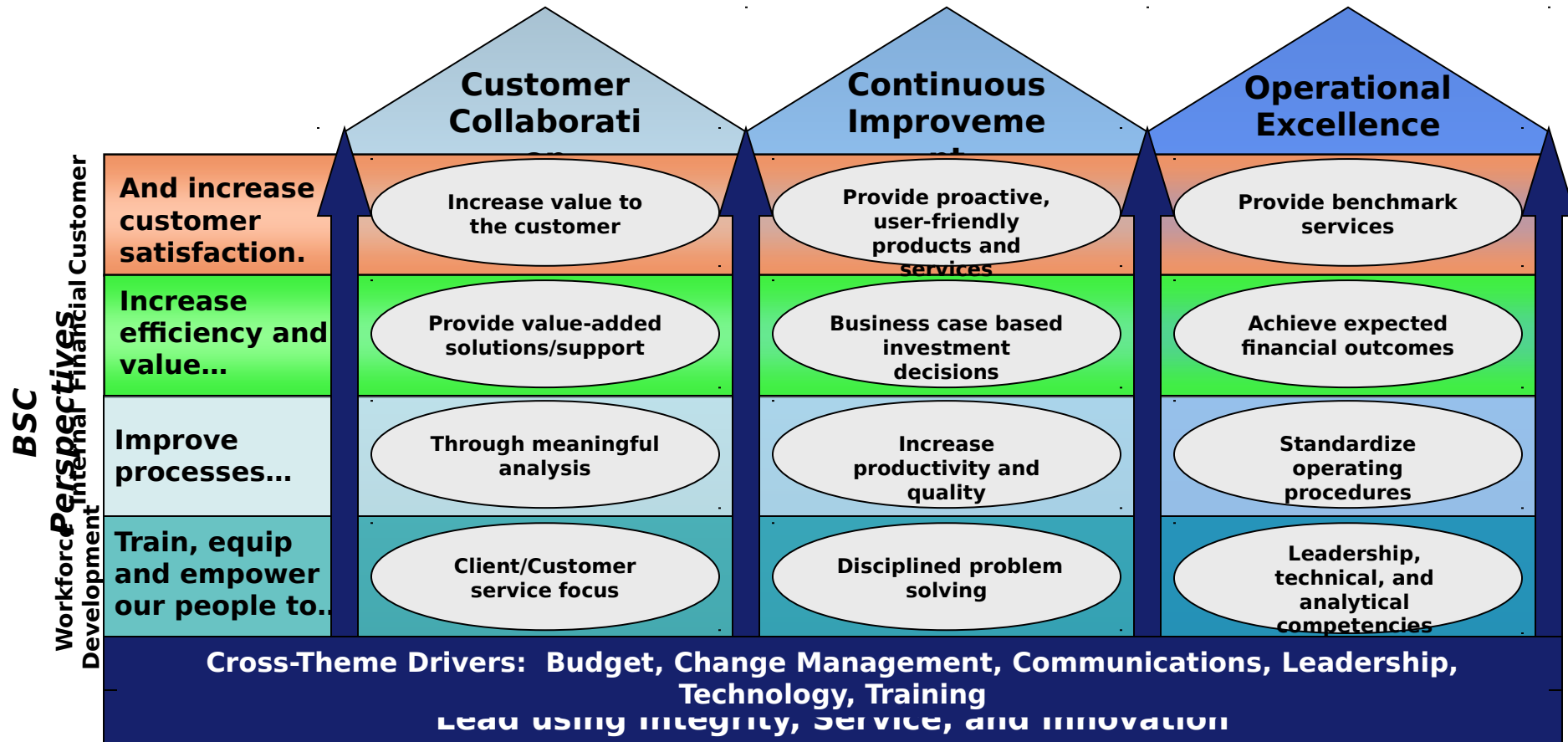
Intent: Achieve superior results through a high-performing workforce, analytical capabilities, and standardized procedures.



For an organizational unit that reports to me, how will I describe our role and responsibility as it relates to this strategic theme?

Activity - Group Discussion

Vision: To be the recognized leader in DoD's financial management by consistently delivering first-class service and products.



Individual Activity

- **Spend a few moments identifying your actions to execute a strategic theme**
- **Then, spend a moment to identify the actions to help an employee execute the same strategic theme**

Individual Activity Template - Customer

Goal: Provide value-added customer solutions

Intent: Partner with customers and other enablers to clearly define negotiated expectations by balancing requirements, enterprise-wide standards and cost realities

Agency

Customer Collaboration Expectation

My Action

And increase customer satisfaction...	Increase value to the customer	by	
Increase efficiency and value...	Provide value-added solutions/support	by	
Improve processes...	Through meaningful analysis	by	
Train equip and empower our people to...	Client/Customer service focus	by	

1. What are my necessary actions to execute this strategic theme?

Agency

Expectation

Employee Action

And increase customer satisfaction...	Increase value to the customer	by	
Increase efficiency and value...	Provide value-added solutions/support	by	
Improve processes...	Through meaningful analysis	by	
Train equip and empower our people to...	Client/Customer service focus	by	

2. What are the necessary actions to help my staff realize their execution of the expectations?

Individual Activity Template - Continuous

Goal: Smart changes for better, faster results

Intent: Be more effective and efficient by both applying new capabilities and improving existing operations.

Agency

Continuous Improvement
Expectation

My Action

And increase customer satisfaction...	Provide proactive, user-friendly products and services	by	
Increase efficiency and value...	Business case based investment decisions	by	
Improve processes...	Increase productivity and quality	by	
Train equip and empower our people to...	Disciplined problem solving	by	

1. What are my necessary actions to execute this strategic theme?

Agency

Expectation

Employee Action

And increase customer satisfaction...	Provide proactive, user-friendly products and services	by	
Increase efficiency and value...	Business case based investment decisions	by	
Improve processes...	Increase productivity and quality	by	
Train equip and empower our people to...	Disciplined problem solving	by	

2. What are the necessary actions to help my staff realize their execution of the expectations?

Individual Activity Template - Operational

Goal: Deliver first-class products and customer service
Intent: Achieve superior results through a high-performing workforce, analytical capabilities, and standardized procedures.

<u>Agency</u>	<u>Expectation</u>	<u>My Action</u>
And increase customer satisfaction...	Provide benchmark services	by
Increase efficiency and value...	Achieve expected financial outcomes	by
Improve processes...	Standardize operating procedures	by
Train equip and empower our people to...	Leadership, technical, and analytical competencies	by

1. What are my necessary actions to execute this strategic theme?

<u>Agency</u>	<u>Expectation</u>	<u>Employee Action</u>
And increase customer satisfaction...	Provide benchmark services	by
Increase efficiency and value...	Achieve expected financial outcomes	by
Improve processes...	Standardize operating procedures	by
Train equip and empower our people to...	Leadership, technical, and analytical competencies	by

2. What are the necessary actions to help my staff realize their execution of the expectations?

- **What are my responsibilities to educate my workforce on their roles in executing the strategy?**
- **What are the anticipated challenges to describing the global nature of the strategy?**
- **What barriers exist to embedding accountability into the strategy?**